

# ***Welcome to your New Home!***

## **The Admission Process into a Nursing Home**

Joint Provider Surveyor Training  
Spring 2015

*We have no conflict of  
interest to declare.*

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# Learning Objectives

- Define the framework of the One Vision Person-Centered Welcoming document.
- Review the regulatory requirements regarding the nursing home admission process.
- Examine various innovative best practices for person-centered admissions into a nursing home.



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# ***One Vision: Moving Forward***

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**To seek to resolve questions and obstacles to the implementation of person centered practices and other culture change initiatives in Michigan's nursing home and address aspects of the wide array of culture change initiatives that pose challenges to the Departments' regulatory roles and responsibilities.**

**[www.phinational.org/onevision](http://www.phinational.org/onevision)**

# One Vision Welcoming Document

## *Opportunity to...*

- rethink current *admissions* paradigm
- distinguish your home from others
- express the unique culture of your home

*Regulations merely state what has to be done, NOT HOW homes and staff present information or conduct the move-in process.*

***FIRST IMPRESSIONS LAST!***



# Key Components

1. Suggestions to improve admission experience, prior, during and after move-in day.
2. Hospitality – Business – Clinical Aspects
3. *“Elder’s Point of View”*
4. List of related State and Federal regulations and provisions to consider



# State of Michigan

## LARA



# Partnership with Local Hospital

- **The Partnership –**  
Thornapple Manor & Pennock Hospital
- **Coordination & Improved Quality of Care –**  
Person-Centered Focus
- **Reduction of Multiple Transitions**
- **Better Communication**
- **Cost Cutting to System**

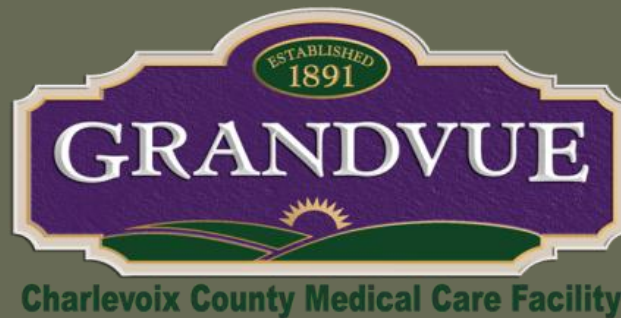


# Welcome, We're Happy You're Here!

## ELDER CENTERED ADMISSIONS

Carol Timmer RN, BSN, CNHA, CEA

March 24, 2015



# Preparation Is Key to a Elder Centered Admission Experience

- Preparation enables the team to interact with the Elder in a personal manner rather than a clinical manner
- Daily Stand up Leadership meeting – discuss pending/current admissions
- Assigned an Admission Advocate prior to admission – guides admission
- Admission packet reviewed by IDT – consideration for most appropriate room/roommate – special needs
- Streamlined admission checklists – learning as much as we can prior to the actual admission

***“We invest time into truly understanding the entire family unit (not just the Elder) to provide more personalized and comprehensive care.”***

***George Petitjean, Lifestyle Facilitator, Admissions Advocate***

# Elder Centered Admissions Begins with the First Contact

- ❑ Role of Admissions Coordinator
- ❑ Prep prior to admission is key to smooth Elder focused admission
- ❑ Meet/talk with Elder/family extensively
- ❑ Tour/actual room if possible
- ❑ Introduce Care Partners/Elders
- ❑ Activities
- ❑ Offer a meal/dessert/beverage while on tour
- ❑ **Goal: to complete as much of admission application as possible prior to actual admission**

***“Each admission is different, I tailor each one to what the Elder needs or wants. I am available to them in whatever capacity they need.”***

***Melissa Helsley, Admissions Coordinator***

# Room Preparation

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- ❑ Clean, bed made
- ❑ Strip/wax floor
- ❑ Drywall repair/paint room
- ❑ TV/Telephone functioning
- ❑ Comfortable chair provided
- ❑ Personal Welcome Sign at the door
- ❑ Encouraged to make their space their home – bring treasured items from home

# Welcome To The Neighborhood!



# Elder Room on Admission



# Room Decorated to Elders Taste





# We Are At Your Service

- Elders/Family are met at the front door by welcoming committee

Admission Coordinator

Admission Advocate

Restorative Nurse

Maintenance Care Partner

Determine immediate needs of Elder:

- Food/Beverage offered
- Assistance to bathroom offered
- Offered the opportunity to rest
- Introduction to Roommate/Elders/Care Partners



- Housekeeping/laundry immediately take belongings to inventory/label – returned to Elder within an hour
- Family given 2 free meals to encourage them to dine with Elder/experience unique Restaurant Style On Demand Dining service/Room Service
- Complete only the necessary paperwork on first day
- Find common ground – connect with new Elder/family

***“I think one thing we do very well with admissions is that we spend extra time learning about the newly admitted Elder.”***

***George Petitjean, Lifestyle Facilitator, Admissions Advocate***

# Necessary Paperwork

Most admission paperwork done prior to admission day

- Consent to treat – verbal and document
- Code status
- Elder trust forms
- Sharing information/interested party forms
- Skin assessment – sooner the better (within 6 hours- GV policy)

***“We focus on listening and responding to person specific requests.”***

***Michael Kilkenny, Lifestyle Facilitator, Admissions Advocate***

# Working with Facility Vendors for Smooth Admission

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- ☐ Lab
- ☐ Pharmacy
- ☐ Physician Services

# Grandvue Admissions Team



*Thank you*

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